



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona



Division of Benefits and Medical Eligibility

Family Assistance Administration



Nutrition Assistance
(SNAP)



Cash Assistance
(TANF)



AHCCCS
Medical Assistance
and KidsCare



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Family Assistance Administration (FAA) Customer Care Center Updates

Welcome

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Helpful Hints - When Dialing the FAA Customer Care Center Number

Wait Times	
Daily	Day of the Week
Increase between 11am to 2pm	Higher on Mondays
Lower prior to 11am	Higher the day after a holiday
Lower after 2pm	

- ❖ When calling to complete an interview or a pending application, the caller would follow the instructions for authentication and enter correct information requested using their phone keypad (e.g. case number, social security number, date of birth, etc.). This will allow the system to identify who is calling and a reason for the call and route the call to the correct phone representative.
- ❖ If the caller has all verification documents ready when they contact the FAA Customer Care Center, a phone representative will assist them to the best of their ability. However, not having all verification documents available at the time of the call may delay processing of their application.

Family Assistance Administration (FAA) Customer Care Center

FAA Customer Care Center Overview

- ❖ **Hours of Operation:** Monday-Friday, 7:00 am to 6:00 pm (excluding State Holidays)
 - ❖ **Phone Number:** 1-(855) 432-7587 - Provided on all notices mailed to the customers by DES. The phone number is also provided on the DES website, in posters, brochures and at the Family Assistance Administration (FAA) field offices.
 - ❖ The FAA Customer Care Center provides services to Arizona families statewide
 - ❖ A daily average of 22,574 (January 2023) calls are received by the FAA Customer Care Center phone numbers and the calls are routed based on the reason for the customer's call.
 - At the main menu, the caller is prompted to key in information to identify them and why they are calling and the system routes the call to various queues based on the caller's assessed need. Calls are routed to the following tiers:
 - Tier 1 - Self-service and Client Education
 - Tier 2 - HEAplus Customer Support Center
 - Tier 3 - FAA Customer Care Center Eligibility Workers
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Useful Statistics from the FAA Customer Care Center

- ❖ The average FAA Customer Care Center queue wait time currently is approximately 16 minutes and 34 seconds.

Metric/Month	October	November	December	January
Total Calls to the IVR	694,979	521,957	428,123	428,898
Avg Daily Calls to the IVR	34,749	26,098	20,387	22,574
Average Speed to Answer	27:12	18:59	16:01	16:34
Average Call Handle Time	34:09	33:13	32:44	32:17

- ❖ Total Handle Time and Average Speed to Answer are decreasing due to lower call volumes as well as countermeasures that are consistently instituted to handle the calls more efficiently, such as hiring additional staff, and shifting resources to handle the additional volume.
- ❖ Please note that there are two websites where customers can utilize self service options.

www.healthearizonaplus.gov - Health-e-Arizona Plus is an on-line application for Arizona Residents. You can apply for medical coverage through AHCCCS, Nutrition Assistance (formerly know as the Food Stamp program), and Cash Assistance. You can use Health-e-Arizona Plus even if you have applied before or are currently receiving benefits.

Continued...

<https://myfamilybenefits.azdes.gov/> - MyFamilyBenefits is an online portal that offers Arizona families an easy and secure way to access information. MyFamilyBenefits allows Arizona families to view information about their benefit status and applying for benefits, reporting changes and completing their Mid-Approval Contact forms.

- ❖ Both of these Sites allow Customers to Self service, upload documents that are requested or needed, apply for renewals, locate resources, find information, and check on status of their applications.



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QUESTIONS?



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THANK YOU!